

MEMORANDUM

1/18/2011

TO: Rick Nelson, Director, Department of Housing and Community Affairs
Patrick Lacefield, Director, Office of Public Information
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: MC311: Housing/Code Enforcement

The following items were identified for follow-up during the 1/18/2011 CountyStat meeting:

1. Gather several examples of 311 Knowledge Base Articles used in other jurisdictions (e.g. NYC) to compare to MC311 format and content.
Responsible parties: PIO
Other parties involved: CountyStat
Deadline: 2/25/2011
2. Improve MC311 "Check Status" web page to provide more information to the customer (e.g. case sub-status, link to department system, etc.).
Responsible parties: DHCA, PIO
Other parties involved: CountyStat
Deadline: 4/1/2011
3. Refine language on slides 13-21 (CountyStat SR Audit) to better reflect DHCA case activities.
Responsible parties: CountyStat
Other parties involved: DHCA
Deadline: 1/21/2011

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer